

## **OMBUDSMAN**

**DEFINITION:** Under general supervision, performs investigative work of moderate difficulty with responsibility to receive, investigate, and resolve complaints that may adversely affect the health, safety, welfare, and rights of elderly individuals in long-term care facilities; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This listing is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

### **TASKS:**

Performs case planning and management; receives and investigates complaints made by or on behalf of elderly individuals relating to such residents; seeks administrative remedies to protect the health, safety, welfare and rights of the elderly residents; reviews assignments for compliance with established program regulations and procedures; visits participating long-term care facilities on an on-going basis to establish relationships with staff and residents; acts as liaison between Navajo Area Agency on Aging (NAAA), local programs, Adult Protective Services, and other concerned agencies; secures resident's or his/her legal representative's permission to resolve complaint; attempts to resolve complaints with appropriate long-term care facility staff; determines the need and recommends legal alternatives if necessary.

Assists in the protection of resident's rights; facilitates community awareness of and involvement in addressing resident's needs; maintains client case files and other information; collects and analyzes data related to complaints; answers inquiries requiring interpretation of the Dine' Elder Protection Program and applicable policies; conducts preventive education and provides information regarding problems and concerns of elders; prepares required reports; maintains various records on office activities pertaining to purchasing, travel and related activities; reviews outgoing material and correspondence for internal consistency and conformance with established procedures; attends meetings.

### **KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:**

Knowledge of management and analysis techniques.  
Knowledge of program regulations and procedures.  
Knowledge of the concerns and limitations of the elderly.  
Knowledge of the principles and practices of eldercare.  
Knowledge of program compliance requirements.  
Skill in interpreting program regulations and procedures.  
Skill in effectively presenting information.  
Skill in establishing and maintaining effective working relationships.  
Skill in recognizing the diversity of the client base for social services.  
Skill in exercising discretion and independent judgment/action.  
Skill in communicating effectively both orally and in writing.  
Ability to communicate effectively in the Navajo language with elders.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical efforts in an office setting with frequent travel to long-term care facilities to investigation complaints.

### **MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Social Work or related field; and two (2) years of experience working with elderly clients in a long-term care facility.

THE NAVAJO NATION

Class Code: 3701  
Community Education and Counseling Series  
Social Science and Welfare Group  
Overtime Code: Exempt  
Pay Grade: 65

### **OMBUDSMAN**

#### **PREFERRED QUALIFICATIONS:**

- A Master's degree in Social Work.
- Two (2) years working in a long-term care facility.

#### **SPECIAL REQUIREMENTS:**

- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.